

ASSISTED LIVING RESIDENCE CHECKLIST

THE FOLLOWING CHECKLIST MAY BE USED AS A REFERENCE FOR EVALUATING AND COMPARING ASSISTED LIVING FACILITIES.

The priority in choosing assisted living is the individual needing residential placement. In making a selection it is important to keep that person's needs, preferences, and desires front and center. The Maryland Health Care Commission has prepared this consumer list of considerations when interviewing potential assisted living residences. Parts of this document were conceived from similar checklists developed by the states of Michigan and Virginia.

As you assess your expectations of important services necessary to sustain quality of life, also consider finances and ask about costs for accommodating changes in health requiring more intense levels of care.

Remember, always keep the individual to be placed involved in the decision-making and interviewing process. The result will be their greater satisfaction!

GETTING STARTED

- ◆ Search the Guide to identify facilities within your area that appear to meet your needs and affordability.
- ◆ Consider phone interviews to narrow the list to a more manageable number to evaluate.
- ◆ Once you have a list of possible selections, visit each facility to see for yourself.
- ◆ Each checklist gathers information on up to five facilities but can be printed if your decision requires more of a search.
- ◆ We recommend making several visits at various times of day to the residences under consideration.

Name and Address of Assisted Living Residence	Administrator's Name	Distance from Key Family Members	Cost of Care	Accepting new residents?	If yes, what is the waiting period?	REMARKS
# 1						
# 2						
# 3						
# 4						
# 5						

Observations of Living Space and Accommodations

Yes or No Questions to Ask the 5 Residences	# 1	# 2	# 3	# 4	# 5
Do you like the location and outward appearance?					
Is the building well-lit?					
Is the building clean, well-maintained and free from unpleasant odors?					
Are there adequate community areas for resident socializing?					
Are events such as activities and dining menus posted in an easy- to-read location?					
Are there handrails in the hallways to aid ambulatory residents?					
Are the resident rooms furnished?					
Can residents have automobiles on-site?					
Is resident parking assigned?					
Is security of the residence adequate?					
Are pets allowed, and if so, are there additional fees or deposits?					
Are the rooms and bathrooms large enough to easily accommodate residents who use a walker or wheelchair?					
Is the building easily accessible for those using a walker or wheelchair?					
Is the temperature in common areas comfortable? (Remember: Many seniors prefer a warmer environment.)					
Are there systems in place in the event of an emergency, i.e. a call system or other emergency alert device(s)?					

Observations of Staff

Yes or No Questions to Ask the 5 Residences	# 1	# 2	# 3	# 4	# 5
Did you receive a warm greeting from staff welcoming you to the residence?					
Do staff members frequently interact with residents?					
Are they courteous, friendly and respectable to the residents?					
Do they smile and address residents by their names?					
Is the administrator present?					
Do staff members interact with you?					
Are staff willing to interact and answer your questions?					
Were you told of training programs and qualifications required for staff?					
Are there ongoing training programs provided for staff?					

Observations of Services

Yes or No Questions to Ask the 5 Residences	# 1	# 2	# 3	# 4	# 5
Does staff assist residents in administration of medication?					
Were qualifications of staff to administer medication described and questions answered?					
Are there professional nursing services on site, and if not, does the staff assist residents and families in making arrangements through a home health agency?					
Are physical, occupational, and speech therapy available or arranged?					
Are housekeeping services offered or available, i.e. linens, towels, laundry, etc.?					
Is transportation provided for medical appointments and recreational purposes?					
Are three meals offered daily?					
Are meals available only at set times?					
Can residents choose their own meal times?					
Does the residence accommodate special diets?					
Does a dietitian or nutritionist review the menus?					
Are meals only served in a common area or can a resident have meals in their room?					
Are guests welcome to dine with the resident in his/her room?					
Are guests welcome to dine with the resident in the common dining area?					
Are systems in place to accommodate dementia or other cognitive impairments?					

Are there different packages offering varying levels of services based upon need?					
Were your questions answered about the level that would apply to this individual?					
Does the residence offer spiritual/religious programs?					
Are there scheduled activity programs to entertain and interact residents?					
Are physician services offered on-site and will your insurance cover those services?					

Questions about Residence Procedures

Yes or No Questions to Ask the 5 Residences	# 1	# 2	# 3	# 4	# 5
Does the residence perform criminal background checks on employees?					
Does the residence have a "visiting hours" policy?					
What is the residence's billing procedure? (Request a copy of basic monthly costs and a schedule of additional service fees)					
Are financial disclosures necessary to determine fees?					
Was information provided explaining the circumstances that a change in fees might occur?					
Is notification provided in advance of a fee increase?					
Can contracts or agreements be modified as needed?					
Are rooms held for hospitalized residents?					
Are there associated fees for rooms held for hospitalized residents?					
Does the residence carry renter's insurance for each individual?					
Do residents need to purchase renters' insurance for personal property?					
Is there a resident council? (Ask for a list of members and frequency of meetings)					
Are there procedures for filing a complaint? (Ask for a copy)					
Is there a written discharge policy? (Ask for a copy)					
Does the residence subscribe to a set of resident rights and responsibilities? Ask for a copy.					
Was a copy of the disclosure contract available for later review?					
LICENSURE: Is the residence required to be licensed? (Request to see the last licensing /certification findings)					

What to Take Home with You from Your Visit

Yes or No Questions to Ask the 5 Residences	# 1	# 2	# 3	# 4	# 5
Were you provided a sample contract?					
Were you provided brochures about the residence?					
Were you provided with the names of individuals to contact with questions?					

Your Comments and Observations

Residence #1:

Residence #2:

Residence #3:

Residence #4:

Residence #5:
